https://jobs.ua/job-technical-support-analyst-3852560

Ваш надійний помічник

Technical Support Analyst, 64000 грн.

Київ, 7 січня

Компанія: HS-Soft (https://jobs.ua/company/id/1641241) (Всі вакансії)

Рубрики: IT, WEB фахівці

Побажання до співробітника

Освіта:	не має значення
Досвід роботи:	від року
Графік роботи:	повний робочий день

Опис вакансії

HS-Soft provides a comprehensive digital ecosystem for the food industry — covering POS and payment, inventory management, production, and recipe management. Our customers are primarily from the baking trade, gastronomy, and the butcher's industry.

Our solutions are fully SaaS-based and run on a modern cloud platform (AWS latest & greatest), combined with centrally managed POS hardware. We currently support more than 600 companies with several thousand devices across Switzerland and Germany — and we are growing fast. Within our industry, we stand for consistent innovation. Naturally, we use AI agents internally and already provide our customers with first AI-powered value-added features.

We foster a very open, appreciative, and direct company culture. Alongside the success of our customers, the continuous development of our employees is a core focus.

Your Role

As a **Technical Support Analyst**, you are part of our technical support and customer success organization. You analyze technical support cases escalated from first- and second-level support and investigate them thoroughly and systematically.

Your focus is on analyzing data, logs, and system behavior, understanding technical dependencies, and preparing complex incidents in a way that enables our product and development teams to work efficiently on solutions. In doing so, you play a key role at the interface between support and development and actively contribute to reducing the workload of our engineering teams.

Your Responsibilities

- Analysis of complex technical support cases escalated from first- and second-level support
- Investigation of incidents using:
  - Database queries (e.g. Aurora, DynamoDB)
  - Log analysis of devices and applications
  - Monitoring and observability tools in an AWS serverless environment
- Analysis of API communication and the interaction between frontend, backend, and connected systems
- Identification of inconsistencies, error patterns, and potential root causes in distributed SaaS systems
- Structured technical preparation of incidents for handover to product and development teams
- Close collaboration with development and product management on systemic or recurring issues
- Documentation of analysis results, findings, and technical background information
- Supporting the support team through technical assessment and knowledge sharing

You work **exclusively internally** with support, product, and development teams and have **no direct customer contact**.

Important: This role does **not** include active software development and does **not** involve on-call or standby duties. The focus is on analysis, understanding, and communication of technical issues.

Why We Created This Role

Our products and technical platform have grown significantly over recent years. As a result, the demands for in-depth technical analysis of support cases have increased as well.

Until now, particularly deep technical analyses — for example in databases, logs, or API communication — were handled directly by our development teams. With the **Technical Support Analyst** role, we are introducing a new position within support that takes ownership of exactly these tasks: thoroughly analyzing technical incidents, identifying root causes, and preparing problem statements in a structured way for development.

This allows us to improve response times in support, relieve our development teams, and at the same time create an exciting technical role at the intersection of support, product, and engineering.

What We Expect From You

- Experience in technical support, system analysis, or a comparable technical role (talented junior profiles with a strong technical mindset are explicitly welcome)
- Strong fundamental understanding of SaaS architectures, cloud infrastructures, and distributed systems
- Experience with data analysis and database systems (SQL & NoSQL; ideally Aurora, DynamoDB, or similar)
- Basic understanding of API communication, log analysis, and monitoring / observability concepts
- Analytical, structured, and solution-oriented way of working
- Ability to clearly document complex technical topics and communicate them in an understandable way
- **Very good English skills**, written and spoken, for internal communication (German is a plus, but not required)

Nice to have (but not required):

- Experience or interest in POS and retail systems
- Understanding of Android-based systems and applications (or strong willingness to learn)

What We Offer

- A central technical role within support with direct impact on product quality and customer satisfaction
- Challenging technical topics in a modern AWS serverless SaaS environment
- An open, international, and supportive team
- A modern working environment without outdated tools, VPNs, or «servers in the basement»
- No on-call duties and predictable working hours
- Short decision-making paths and plenty of room to actively shape processes and interfaces
- Personal development opportunities, coaching, and long-term perspectives at HS-Soft

За останні роки наші продукти та технічна платформа суттєво виросли. Відповідно, зросли й вимоги до глибокого технічного аналізу кейсів підтримки.

До цього часу особливо глибокі технічні розслідування — наприклад, у базах даних, логах чи API-комунікації — виконувалися безпосередньо командами розробки. Запроваджуючи роль Technical Support Analyst, ми створюємо нову позицію в support, яка бере на себе саме ці завдання: ґрунтовний аналіз технічних інцидентів, визначення першопричин і структуровану підготовку проблем для передачі в розробку.

Це дозволяє покращити швидкість реагування служби підтримки, розвантажити команди розробки та водночас створити цікаву технічну роль на перетині support, product і engineering.

Ми пропонуємо **постійну віддалену роботу** на позиції Technical Support Analyst.

Контактна інформація

Контактна особа:	ViktoriaKos
Сайт:	https://www.hssoft.com/